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RIDE CONNECTION
POSITION DESCRIPTION
DATA REPORTING ANALYST
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Position Title: Data Reporting Analyst
Position Reports To: IT Director
Full-Time Equivalent: 100%
Status: Exempt

Position Summary

The work of the IT Data Reporting Analyst will help other employees make better business decisions by providing clear, detailed reports. By adding context and clarity to data, this position will directly impact their continued success. Projects and reports may take many different forms and may require one to navigate through ambiguous requirements. This position is responsible for the development, implementation, support, and maintenance of Ride Connection's mission-critical data tracking and reporting systems; will work closely with staff throughout the organization to assess business problems; will assist with the design and implementation of technology solutions; and will assist the IT Director with project management of their implementation. The position requires understanding and anticipation of stakeholder needs along with strong analytical skills in order to produce needed results and requires one to be able to work in a fast-paced environment which provides services via phone, email and in person. Presence at the worksite, and the ability to drive to offsite locations, during normal business hours are essential functions of this position.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate   and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Duties and Responsibilities

- Develop, implement, maintain and support Ride Connection's mission-critical data tracking and reporting systems
- Meet business requirements through querying of large datasets, transforming them into meaningful reporting deliverables
- Resolve and/or report data integrity issues, report and track system errors, conduct user acceptance testing
- Identify downstream effects caused by data integrity issues, user error, and recommend process improvements
- Create and maintain 'data dictionary' for use by multiple departments
- Perform data manipulation tasks such as data cleaning, labeling, and analysis
- Understand physical configuration and how to apply systems thinking to resolve issues
- Create, maintain, and present ongoing audits of data sources
- Conduct day to day troubleshooting of systems that support the organization
- Manage risk associated with handling sensitive data
- Participate in special projects and internal process improvements
- Identify, research, and resolve technical problems
- Provide technology support for staff to maintain business continuity
- Resolve coworker computer hardware, software, and telephone issues and requests as needed (this position plays a backup role to the Helpdesk Support Technician)
  - Configure and maintain personal computers, printers, tablets, phones, hotspots, and related peripherals within established guidelines
  - Use Technical skills and follow through to troubleshoot and resolve coworker issues with PC Hardware, software, printer, basic network systems and phone systems
  - Take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service as soon as possible, escalating incidents to other IT members as necessary
  - Resolve issues and requests within IT guidelines and expectations
  - Generate tickets for each service activity and maintain documentation of actions taken within the ticket system
  - Participate in planned desktop, server, network and phone maintenance projects as directed
  - Maintain an on-boarding program for new coworkers that provides immediate understanding of and comfort with hardware, software and phone systems and usage expectations
  - Provide end-user training
- Keep current on topics and trends that relate to duties performed
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participates in required training programs and attends all staff meetings as required

- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Adheres to current Ride Connection Personnel Policies
- Provide additional support and expertise as required
- Performs other duties as assigned

Network Security:
- Maintain the integrity and security of the network including remote access, password access, file access, intruder access, and protection against malware

Asset Management:
- Identify and organize Ride Connection's IT assets and inventory

Communication:
- Keep Director informed of challenges, ideas, support needs, etc.
- Communicate effectively with partners, other departments with the organization and function within a team environment
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization

Required Qualifications

- Bachelor's degree in business, related field or equivalent in education and experience required
- Strong IT systems and database knowledge (i.e., SQL; database design, normalization and management)
- Working knowledge of:
  - Software engineering principles, networking concepts and technologies, Operating Systems technologies, and Security concepts
  - Development of technical plans and recommendations
  - Web-based application development
  - Windows and Linux/Unix development environments
  - GIS tools (ArcGIS, Google Earth, Google Maps) and location-aware technologies
  - VB.NET, C#
- Advanced knowledge of:
  - Relational database management tools (MS SQL Server, MS Access, Postgres)
  - Microsoft Reporting Services, MS Access, Crystal Reports, or other similar reporting tools
  - Visual Basic for Applications (VBA)
  - Data extraction, presentation, and visualization
  - Business analysis, business management data systems, IT risk management, project management and technical problem resolution
- Proficient with data mining, performance metrics and reporting, vendor management, change management and report writing
- Systems knowledge, documentation and methodical problem solving skills
- Able to complete tasks as assigned within defined due dates
- Focus on achieving above average user satisfaction and exceptional customer service skills
- Operate with superior attention to detail, accuracy and efficiency
- Communicate effectively with everyone

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of people in a diverse community
- Excellent verbal, telephone, and written etiquette
- Ability to follow instructions, work under supervision, and multi-task
- Effective and efficient troubleshooting and problem solving skills
- Reliable, possess strong organizational skills with ability to manage multiple simultaneous projects with competing deadlines
- Ability to work in a fast-paced resource-limited environment
- Ability to move and inspect computers, servers, switches, routers, printers and related equipment
- Passion for working for a Non-Profit organization
- Experience working with demand-responsive transportation or transit-related technology a plus
- Ability to work both independently and as a team member with a diverse group of people
- Ability to pass a National Criminal Record Check with fingerprint identification
- Must have access to reliable transportation for employment purposes which may include evenings and weekends. If using personal vehicle, must maintain proof of auto insurance and comply with State regulations
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Actively demonstrate Ride Connection's Core Accountabilities

Physical Requirements

- Office atmosphere but may be required to work in confines of a server room or other off-site locations with computer and communication equipment
- Prolonged sitting
- Repetitive motion
- Extensive visual/hearing involvement
- Extensive telephone verbal communication
- Using a variety of office equipment
- Moderate noise level
- Occasional lifting of items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds

Supervisor Requirements

- Ability to work with moderate supervision and some independent decision making

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer